

ILLINOIS CONSOLIDATED TELEPHONE COMPANY
4thQuarter, Service Quality Report 2012 – Missed Objectives

Percent of Out of Service Line Repairs in <24 hours Sec 730.535(a)

- August, September, October, November, December

- In August we implemented a new dispatch system which has resulted in a change of dispatch processes, scheduling, etc.
- We have also been working without a contract with our technician workforce since November. We had our first work stoppage in over 40+ years.
- Down 6 technicians from our normal operating target due to unexpected circumstances. This represents nearly 10% of our work force.

Improvement Steps:

- We are diligently working to learn and improve the dispatch systems' ability to schedule and meet all service related SLA's to meet our customer and commission requirements.
- Currently seeking to fill unexpected open positions
- Increased use of contractor labor to help manage work load